

3-TIER SYSTEM

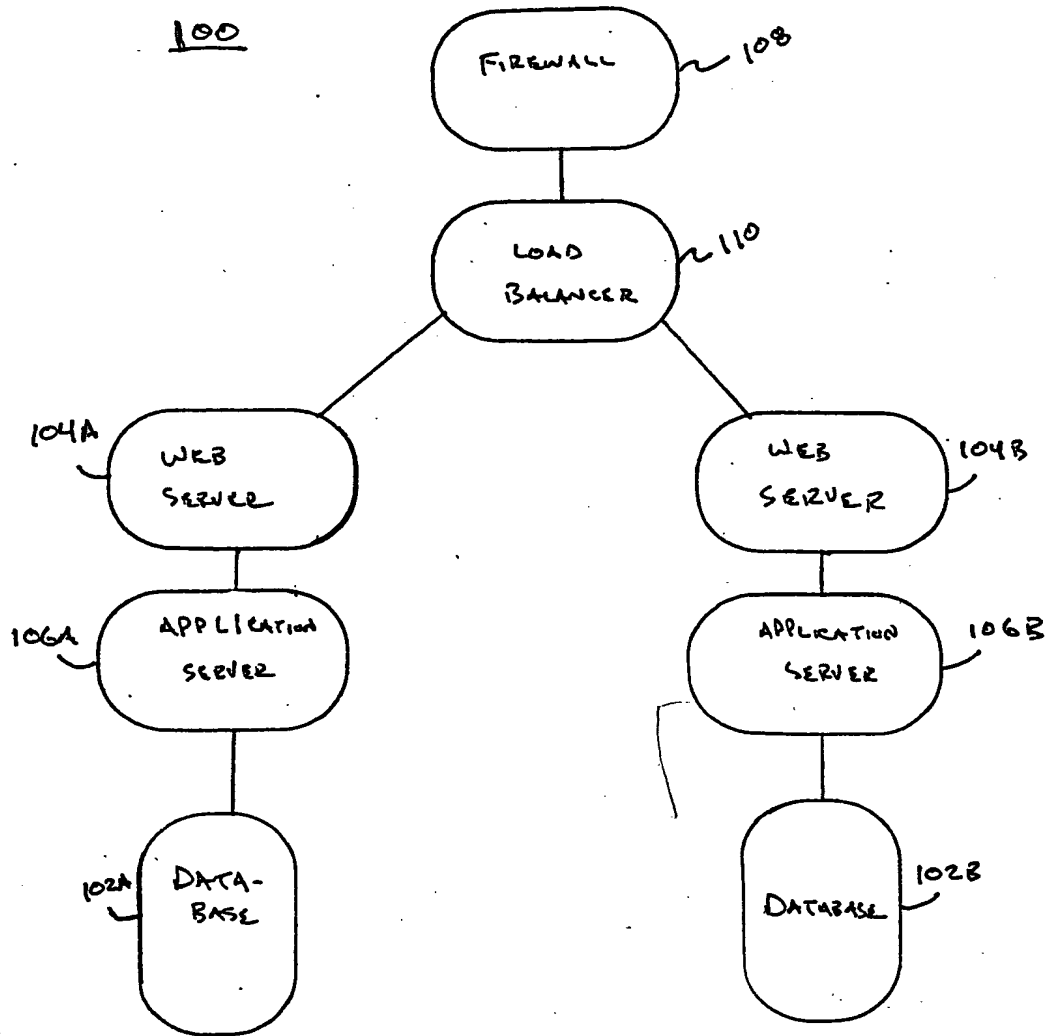


FIGURE 1

09766649.072301

09766649-072301

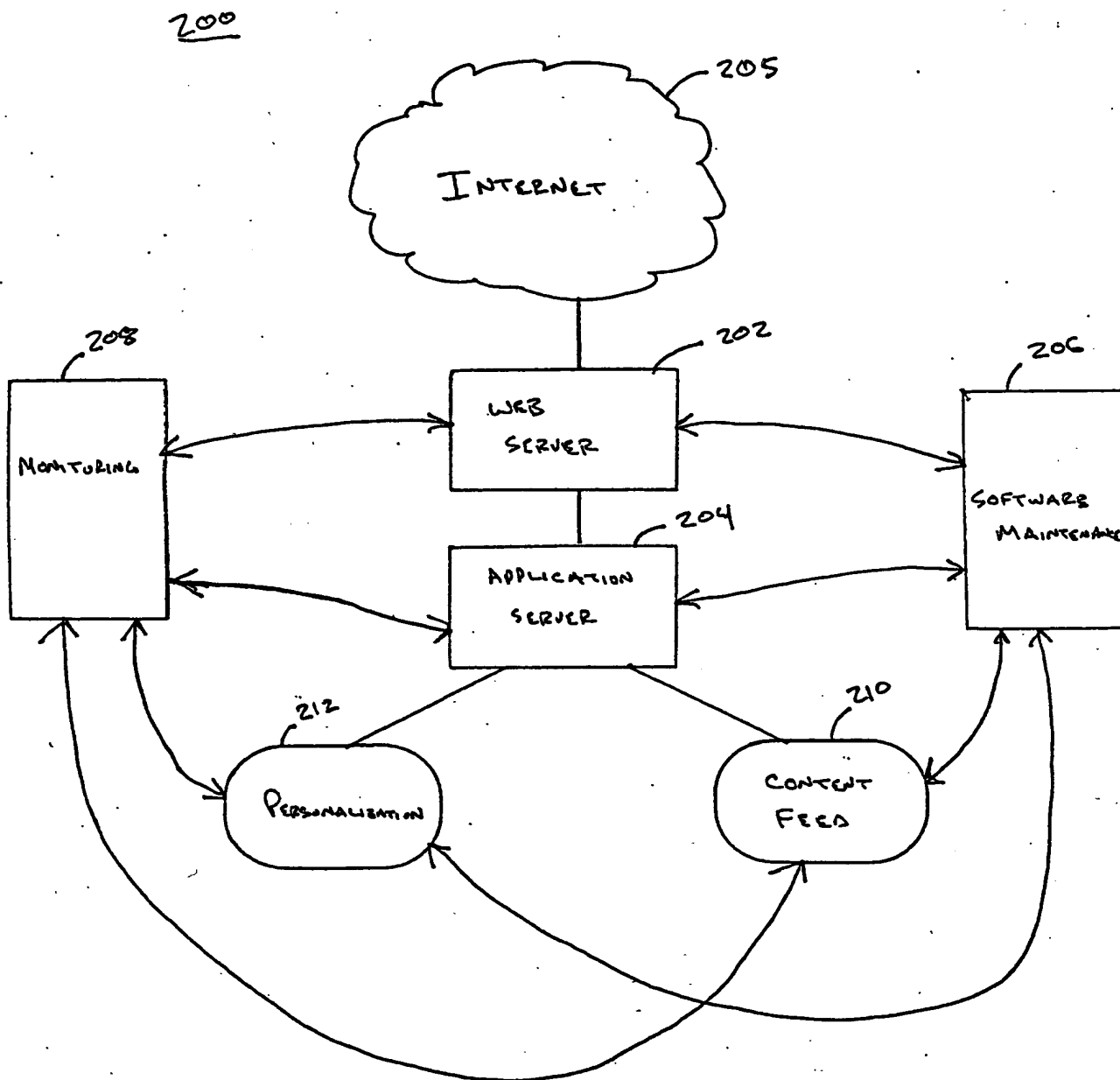


FIGURE 2

09766649-072301
T0E220" 64999260

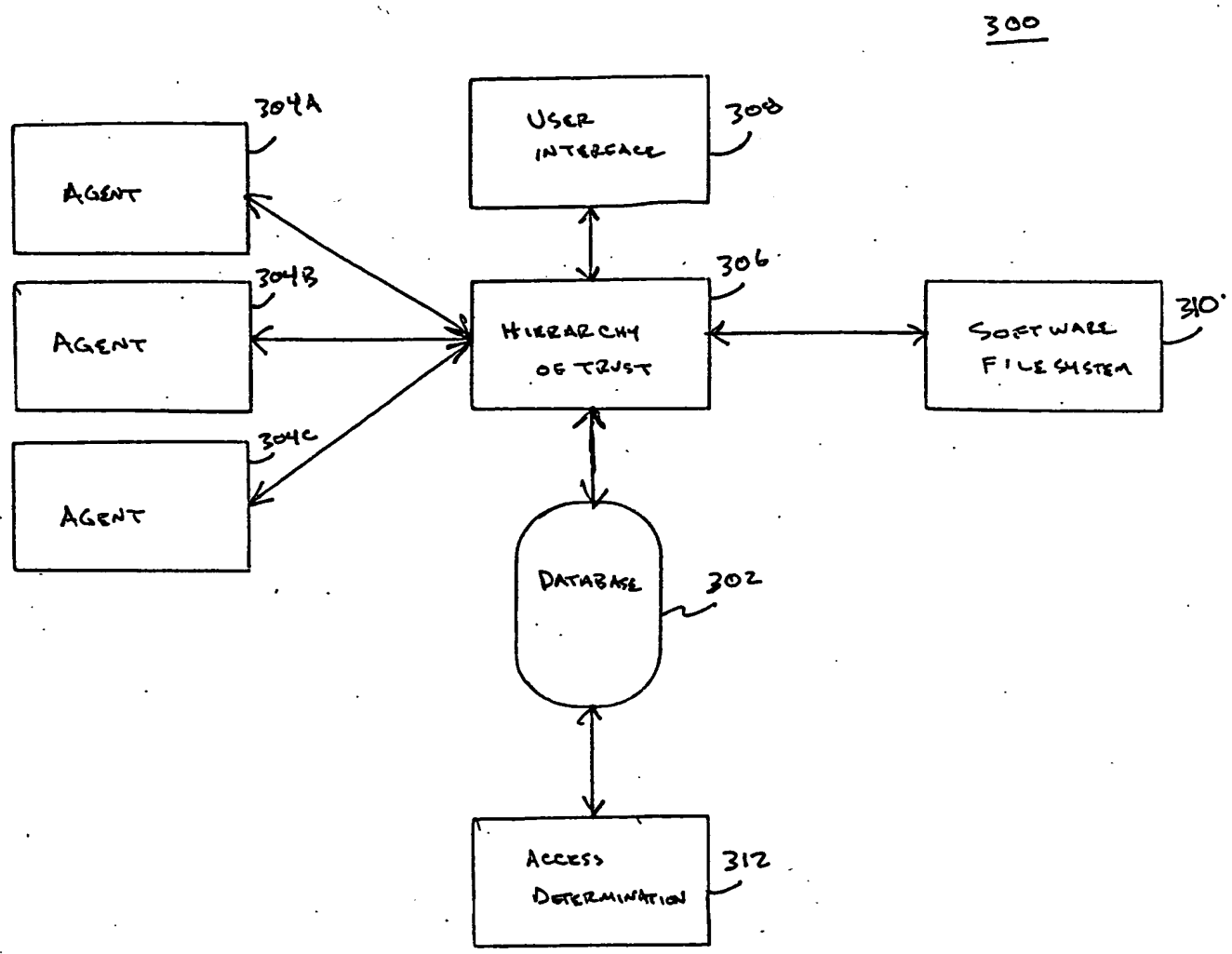


FIGURE 3

CUSTOMER ROLE PACKAGE

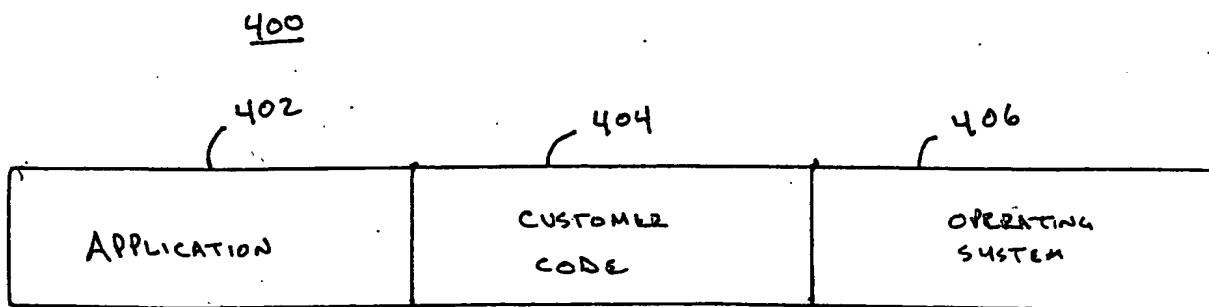


FIGURE 4

ROLE-CENTRIC MODEL

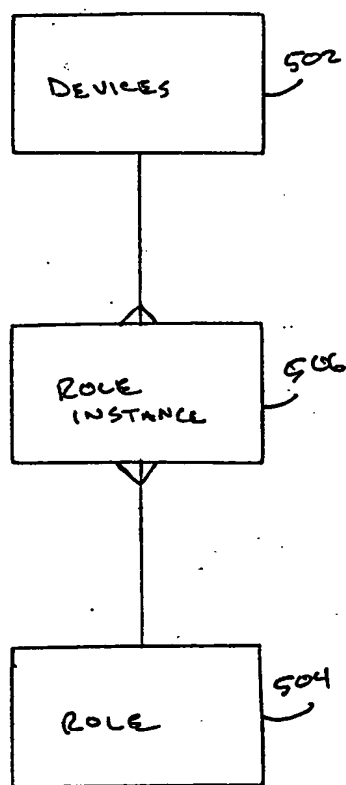


FIGURE 5

09766649-072301
FOI220-6499960

SERVICE-CENTRIC MODEL

600

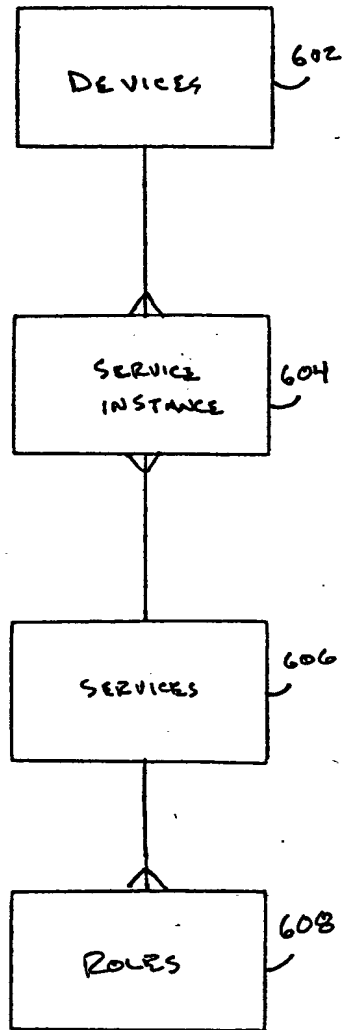


FIGURE 6

09766649-02901
T0E240" 64999260

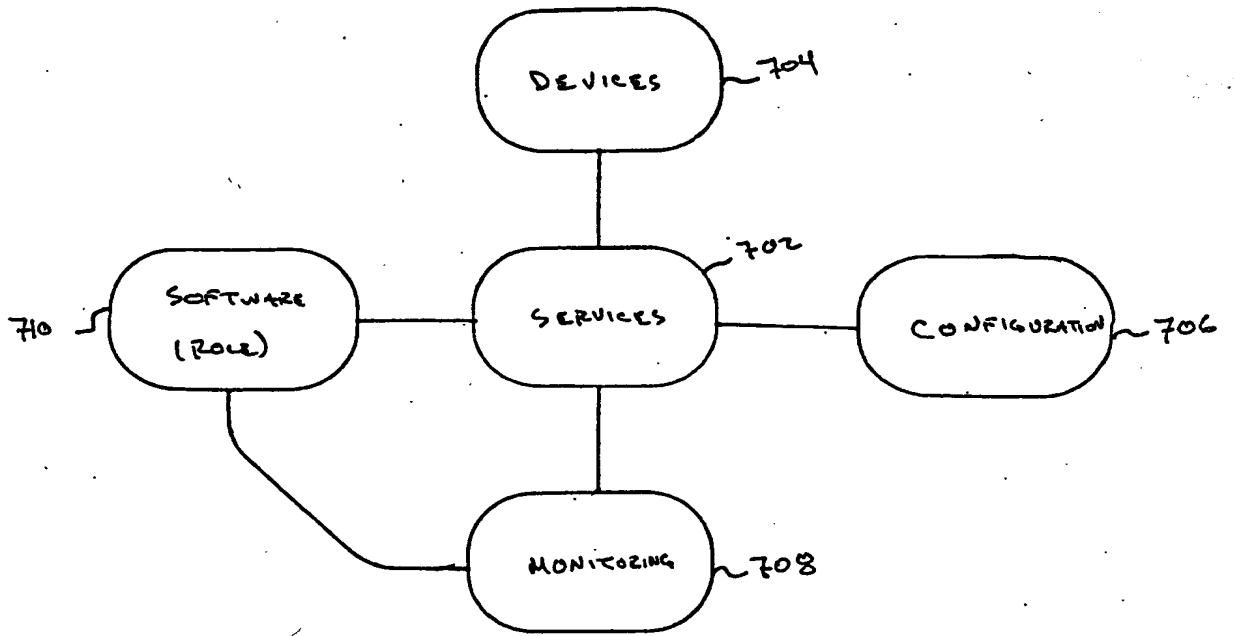


FIGURE 7

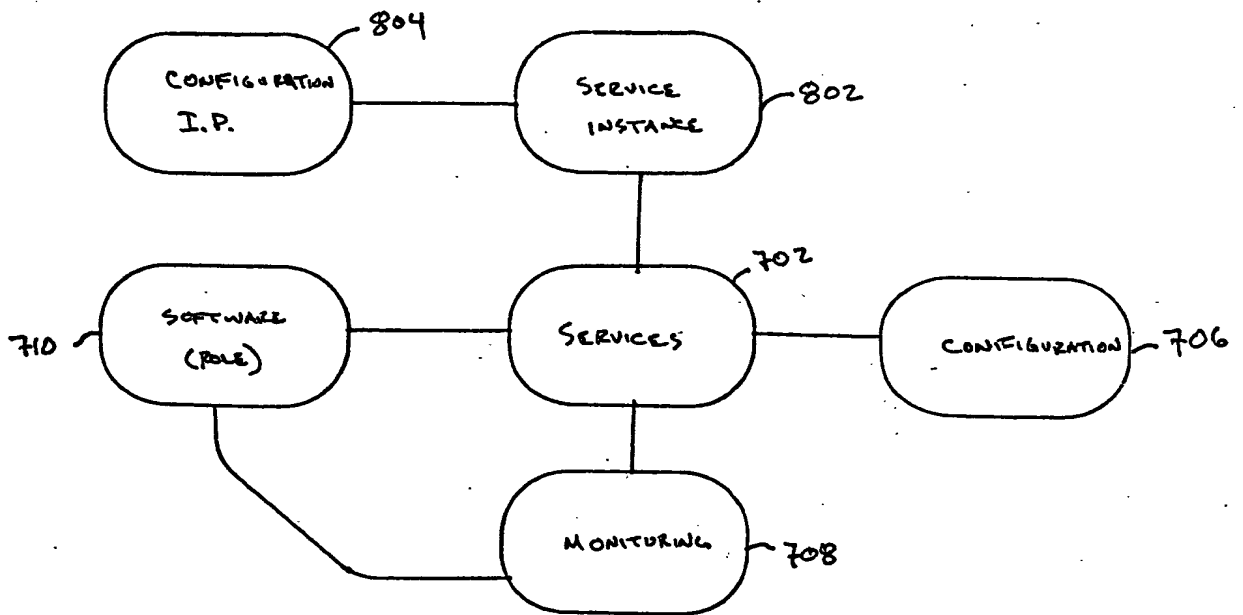


FIGURE 8

09766649.072001

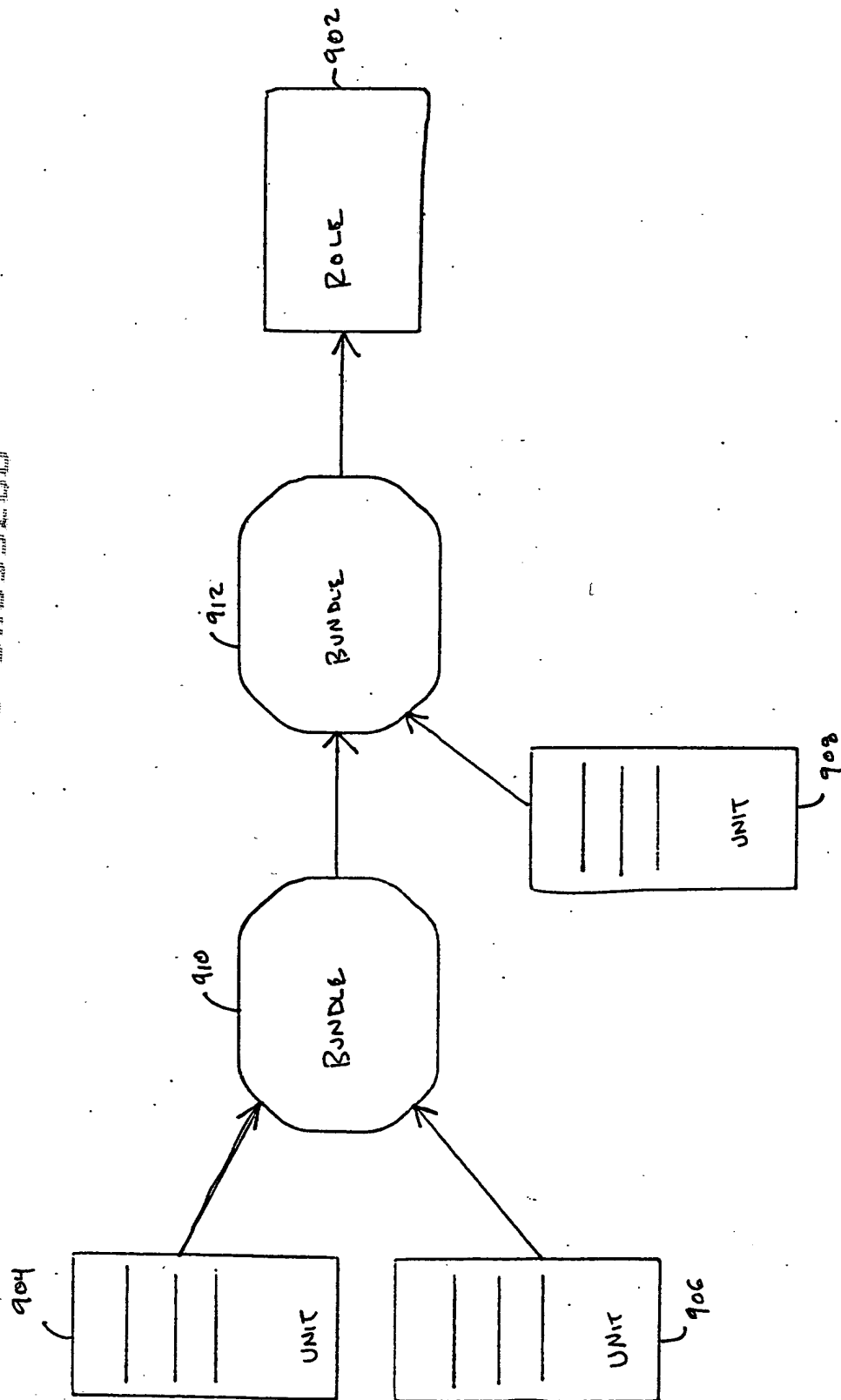


FIGURE 9

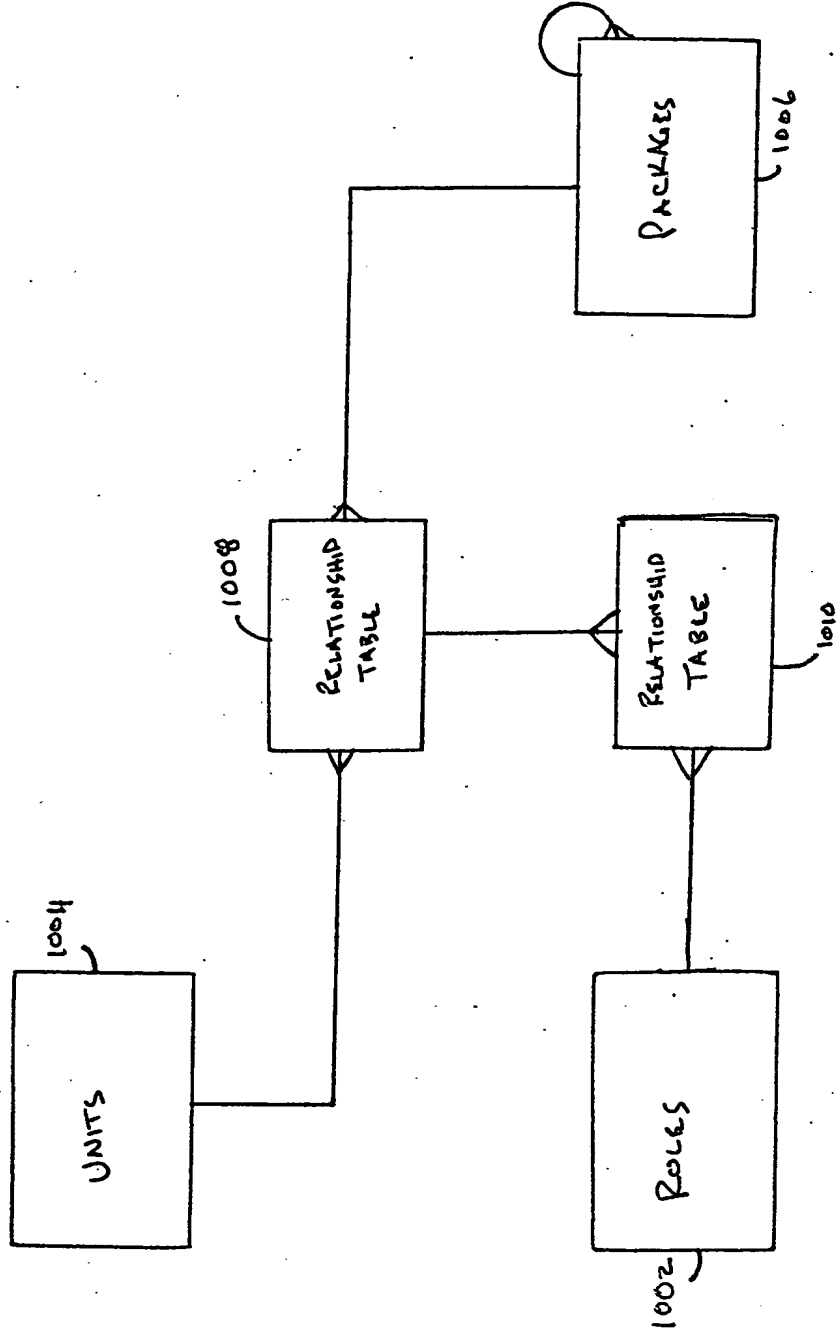


FIGURE 10

1100

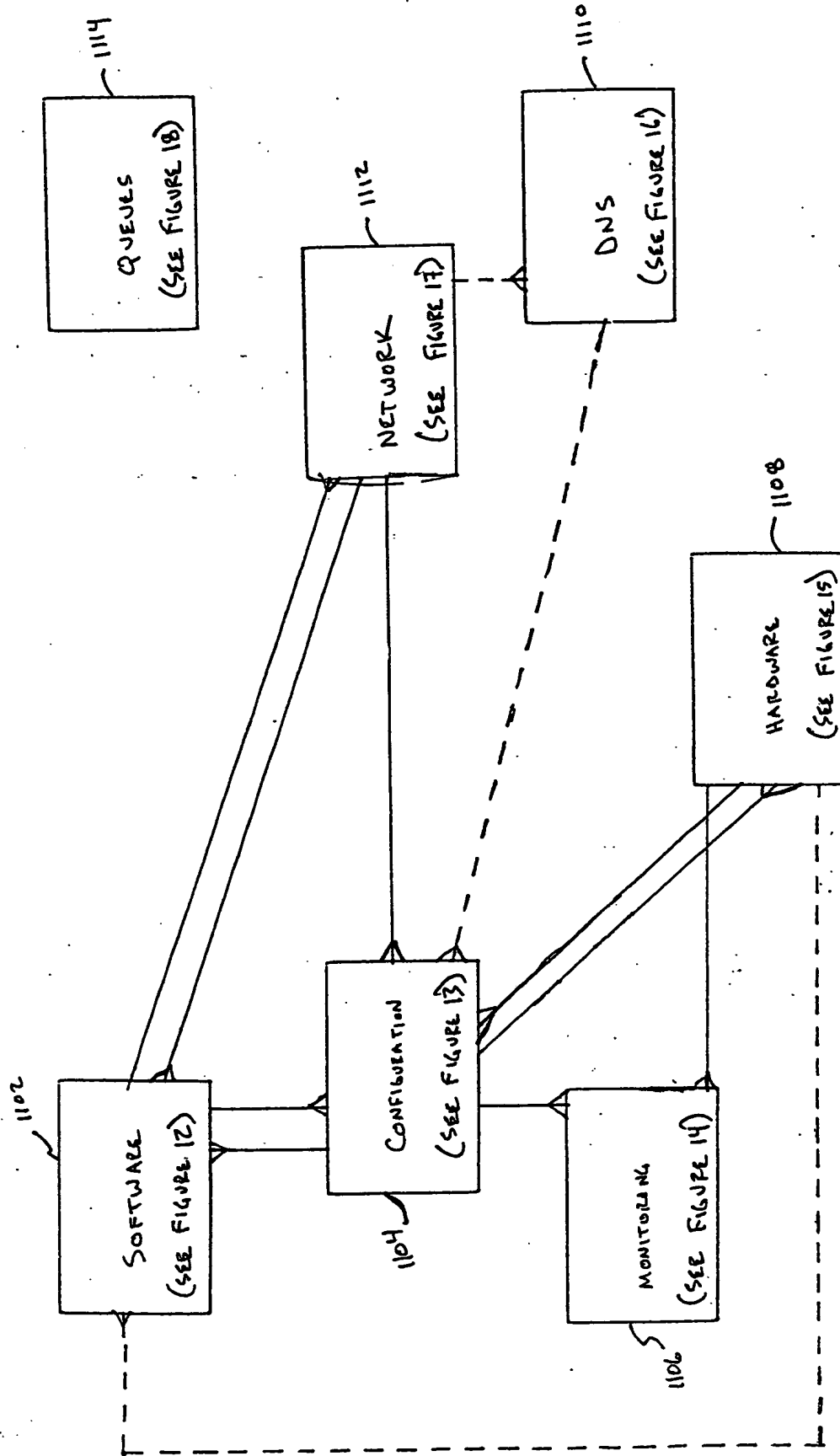


FIGURE 11

SOFTWARE 1102

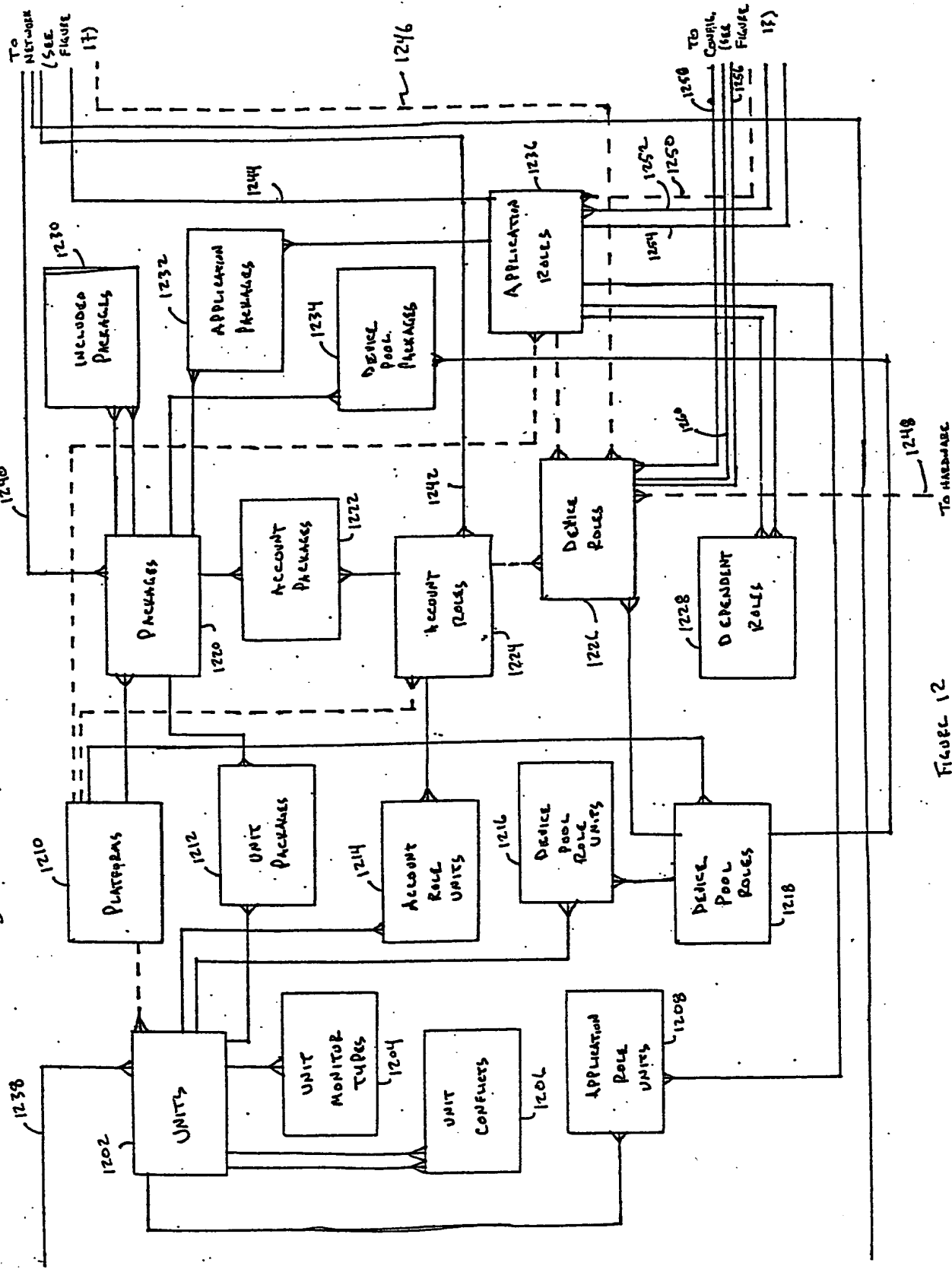


FIGURE 12

FIG. 10

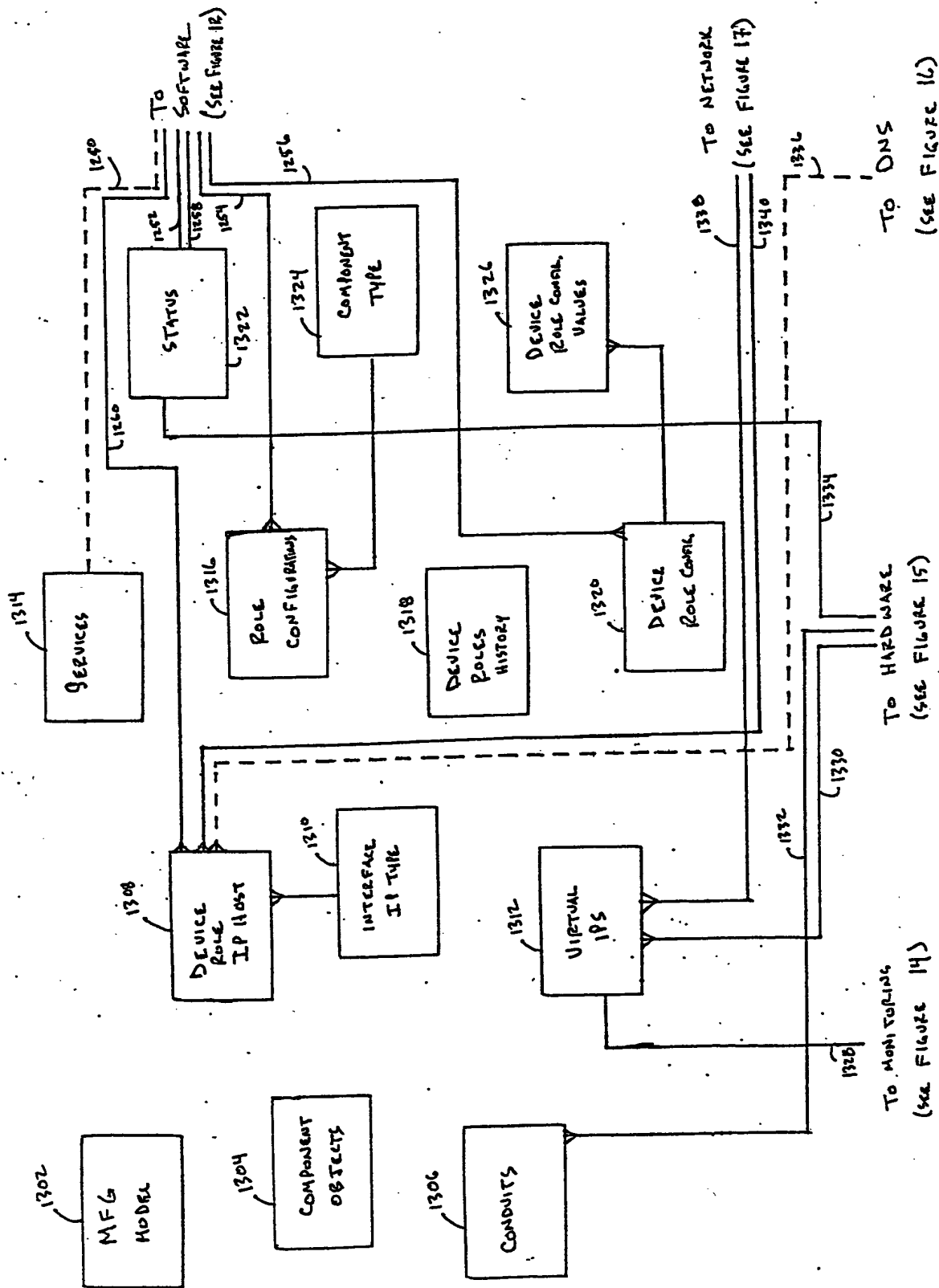
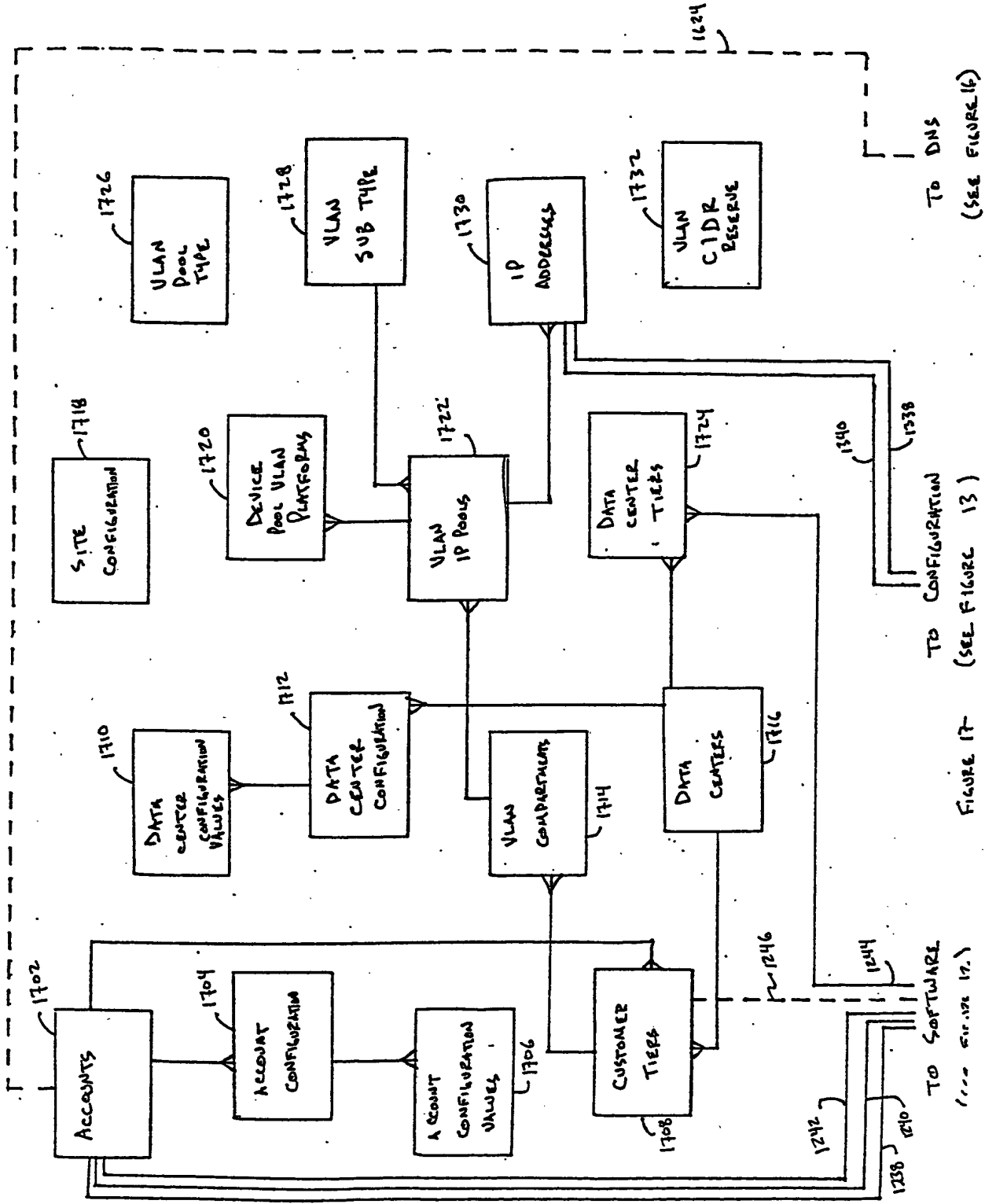


FIG. 12

Network 1112



QUEUES 1114

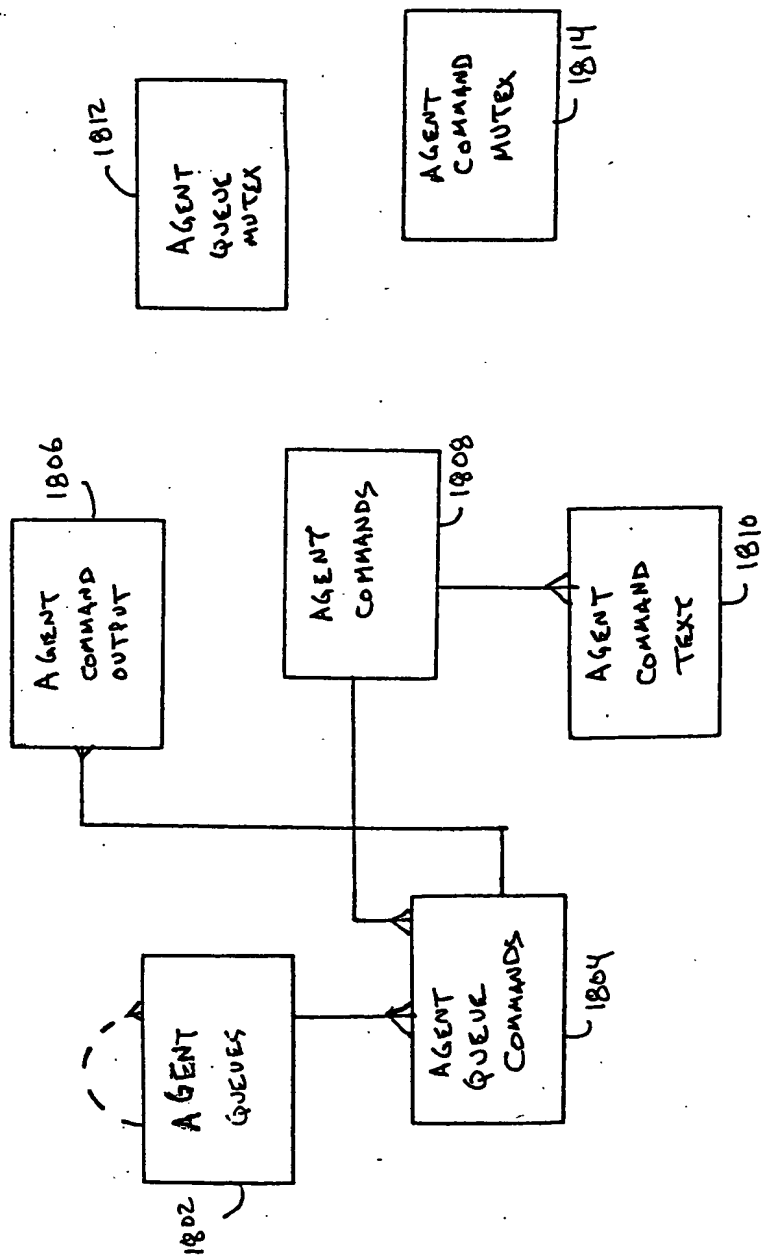
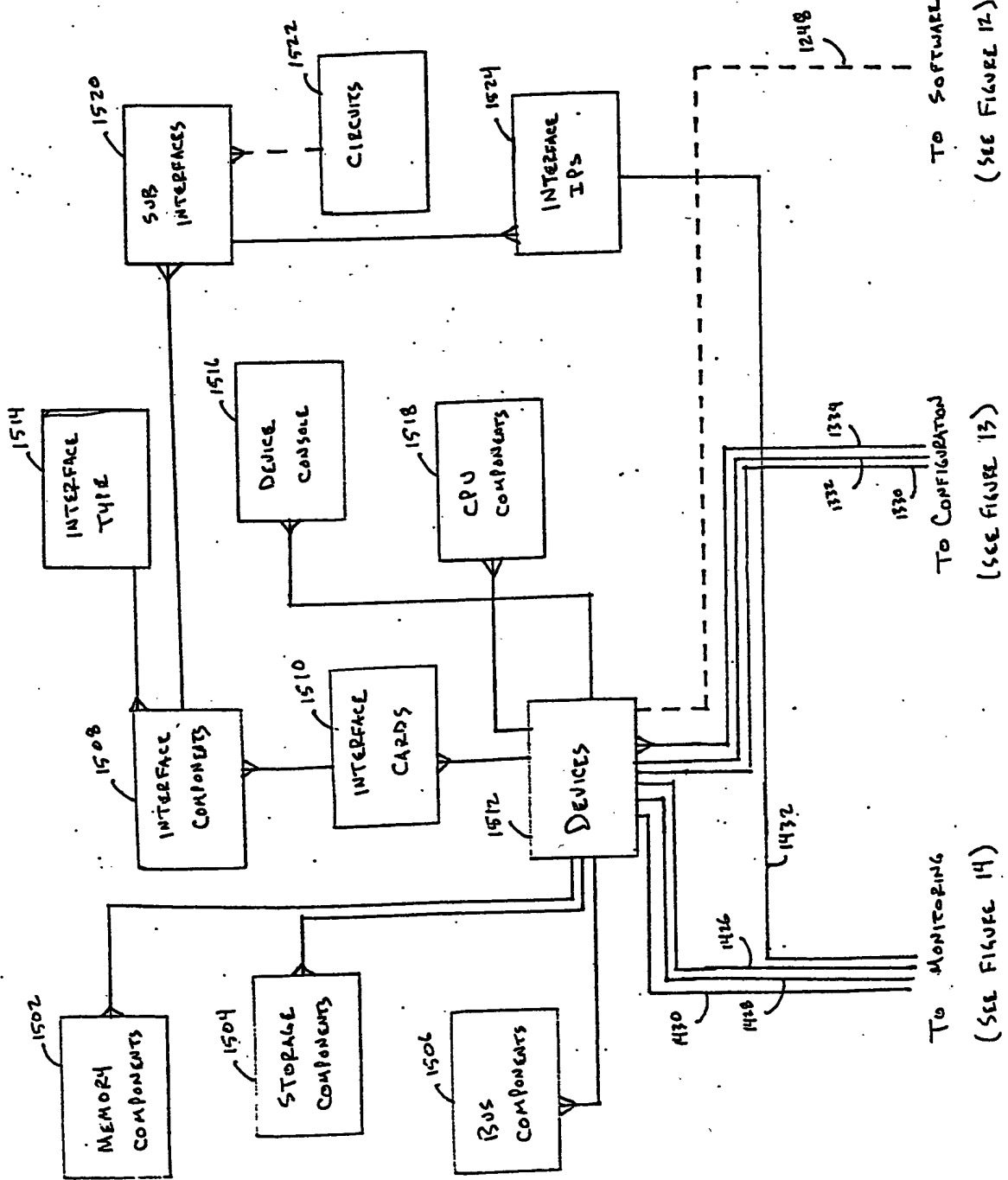


FIGURE 18

HARDWARE 1108



(SEE FIGURE 12)

(SEE FIGURE 13)

(SEE FIGURE 14)

DNS 1110

